

USSN: 09/607,914

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of: CHENG  
Serial Number: 09/607,914  
Filing Date: June 29, 2000  
Title: METHODS AND SYSTEMS FOR  
CUSTOMER LIFECYCLE  
DEFINITION AND CATEGORIZATION

Group Art Unit No.: 3623  
Examiner: SHAFFER  
Att'y Docket: ORCL5638

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## CERTIFICATE OF TRANSMISSION

I hereby certify that this document and the document(s) referred to herein is/are being transmitted by facsimile to the United States Patent and Trademark Office a Fax No. 703-872-9306 on December 2, 2003.

  
Alan W. Young  
Date

Honorable Commissioner for Patents  
MS RCE  
PO Box 1450  
Alexandria, VA 22313-1450

TRANSMITTAL LETTER

Sir:

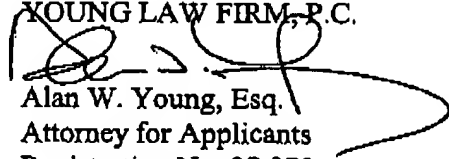
Further to the Final Office Action of July 2, 2003, the Applicant submits the following:

- 1) PTO/SB/30 RCE Transmittal (1 page);

The Commissioner is authorized to charge the fee for a two-month extension of time to the Deposit Account number listed on the RCE Transmittal.

Respectfully submitted,

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Date: December 2, 2003

PTO/8B/30 (10-01)

Approved for use through 10/31/2002. OMB 0651-0031  
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# REQUEST FOR CONTINUED EXAMINATION (RCE) TRANSMITTAL

Address to:  
Commissioner for Patents  
Box RCE  
Washington, DC 20231

Application Number	09/607,914
Filing Date	June 29, 2000
First Named Inventor	CHENG, Chingwei Peter
Art Unit	3623
Examiner Name	SHAEFER, Eric T
Attorney Docket Number	ORCL5638

This is a Request for Continued Examination (RCE) under 37 CFR 1.114 of the above-identified application. Request for Continued Examination (RCE) practice under 37 CFR 1.114 does not apply to any utility or plant application filed prior to June 8, 1995, or to any design application. See Instruction Sheet for RCEs (not to be submitted to the USPTO) on page 2.

## 1. Submission required under 37 CFR 1.114

### a. ☒ Previously submitted

i. ☒ Consider the amendment(s)/reply under 37 CFR 1.116 previously filed on October 30, 2003  
(Any unentered amendment(s) referred to above will be entered).

ii. ☐ Consider the arguments in the Appeal Brief or Reply Brief previously filed on \_\_\_\_\_

iii. ☐ Other \_\_\_\_\_

### b. ☐ Enclosed

i. ☐ Amendment/Reply

ii. ☐ Affidavit(s)/Declaration(s)

iii. ☐ Information Disclosure Statement (IDS)

iv. ☐ Other \_\_\_\_\_

## 2. Miscellaneous

a. ☐ Suspension of action on the above-identified application is requested under 37 CFR 1.103(c) for a period of \_\_\_\_\_ months. (Period of suspension shall not exceed 3 months; Fee under 37 CFR 1.17(i) required)

b. ☐ Other \_\_\_\_\_

## 3. Fees

The RCE fee under 37 CFR 1.17(e) is required by 37 CFR 1.114 when the RCE is filed.

a. ☒ The Director is hereby authorized to charge the following fees, or credit any overpayments, to Deposit Account No. 15-06-35

i. ☒ RCE fee required under 37 CFR 1.17(e)

ii. ☒ Extension of time fee (37 CFR 1.136 and 1.17)

iii. ☐ Other \_\_\_\_\_

b. ☐ Check in the amount of \$ \_\_\_\_\_ enclosed

c. ☐ Payment by credit card (Form PTO-2038 enclosed)

**WARNING: Information on this form may become public. Credit card information should not be included on this form. Provide credit card information and authorization on PTO-2038.**

## SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT REQUIRED

Name (Print/Type)

Alan W. Young

Registration No. (Attorney/Agent)

37,970

Signature

Date

Dec. 2, 2003

## CERTIFICATE OF MAILING OR TRANSMISSION

I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to: Commissioner For Patents, Box RCE, Washington, DC 20231, or facsimile transmitted to the U.S. Patent and Trademark Office on the date shown below.

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Alan W. Young

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Date

Dec. 2, 2003

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